
Community Dispute Resolution Program



2005 Annual Report *Statistical Supplement*

Michigan Supreme Court
State Court Administrative Office
Office of Dispute Resolution

COMMUNITY DISPUTE RESOLUTION PROGRAM

TABLE OF CONTENTS

Centers' Contact Information	1
Center Program Summaries	3
2005 Annual Statistics	23
Cost Per Case Analyses	31

COMMUNITY DISPUTE RESOLUTION PROGRAM

<http://courts.michigan.gov/scao/dispute/odr.htm>

The following centers provide conciliation, mediation, and other forms of dispute resolution pursuant to 1988 PA 260, the Community Dispute Resolution Act.

BERRIEN, Branch, Cass, St. Joseph, Van Buren
Citizens Mediation Service, Inc.
2800 Cleveland Avenue, Suite 2
St. Joseph, Michigan 49085
Telephone: (269) 982-7898
Fax: (269) 982-7899
E-mail: execdir@gcctv.com
Website: www.citizensmediation.org
Contact: Matthew Balfe

CHARLEVOIX, Emmet
Citizen Dispute Resolution Service, Inc.
Northern Community Mediation
415 State Street
Petoskey, Michigan 49770
Telephone: (231) 487-1771
Fax: (231) 487-1770
E-mail: jane@northernmediation.org
Contact: Jane Millar

CHIPPEWA, Luce, Mackinac
EUP Community Dispute Resolution Center
P.O. Box 505
Sault Sainte Marie, Michigan 49783
Telephone: (906) 632-5467
Fax: (906) 632-5471
E-mail: cdrc@30below.com
Contact: Gerry Stelmaszek

DELTA, Menominee, Schoolcraft
Resolution Services Program
UPCAP Services, Inc.
2501 14th Avenue South, P.O. Box 606
Escanaba, Michigan 49829
Telephone: (906) 789-9580
Fax: (906) 786-5853
E-mail: gocc@charterinternet.com
Website: www.upcapservices.com/other-resoservices.shtml
Contact: Cheryl Goc

GENESEE, Arenac, Bay, Clare, Gladwin, Midland, Ogemaw,
Roscommon, Saginaw
Community Resolution Center, Inc.
315 East Court Street, Suite 200
Flint, Michigan 48502
Telephone: (810) 249-2619
Fax: (810) 239-9545
E-mail: rcdayna@sbcglobal.net
Contact: Dayna Harper

GOGEBIC, Baraga, Dickinson, Houghton, Iron, Keweenaw,
Ontonagon
Western UP Mediators & Training Center, Inc.
115 E. Ayer Street
Ironwood, Michigan 49938
Telephone: (906) 932-0010
Fax: (906) 932-0033
E-mail: mediator@up.net
Contact: Marvin La Grew

GRAND TRAVERSE, Benzie, Leelanau, Missaukee, Wexford
Community Reconciliation Services, Inc.
1022 E. Front Street, P.O. Box 1035
Traverse City, Michigan 49685-1035
Telephone: (231) 941-5835
Fax: (231) 941-4530
E-mail: crservice@thirdlevel.org
Contact: Gerry Sell

INGHAM, Clinton, Eaton, Gratiot, Ionia, Shiawassee
DRCCM
Dispute Resolution Center of Central Michigan
2929 Covington Court, Suite 201
Lansing, Michigan 48912
Telephone: (517) 485-2274
Fax: (517) 485-1183
E-mail: drccm.beauregard@tds.net
Contact: Karen Beauregard

JACKSON, Hillsdale, Lenawee, Monroe
Southeastern Dispute Resolution Services
Community Action Agency
1214 Greenwood, P.O. 1107
Jackson, Michigan 49204
Telephone: (517) 784-4800
Fax: (517) 784-5188
E-mail: mstanley@caajlh.org
Contact: Marc Stanley

KALAMAZOO, Barry, Calhoun
Dispute Resolution Services
Gryphon Place
1104 South Westnedge Avenue
Kalamazoo, Michigan 49008
Telephone: (269) 552-3434
Fax: (269) 381-0935
E-mail: bburnside@gryphon.org
Website: www.gryphon.org
Contact: Barry Burnside

KENT, Isabella, Lake, Mecosta, Montcalm, Newaygo, Osceola
Dispute Resolution Center of West Michigan
Community Reconciliation Center
678 Front Avenue, NW, Suite 250
Grand Rapids, Michigan 49504-5368
Telephone: (616) 774-0121
Fax: (616) 774-0323
E-mail: jwilmot@drcwmich.org
Website: www.drcwmich.org
Contact: Jonathan Wilmot

MACOMB, St. Clair
The Resolution Center
176 S. Main Street, Suite 2
Mt. Clemens, Michigan 48043
Telephone: (586) 469-4714
Fax: (586) 469-0078
E-mail: theresolutioncenter@mediate.com
Website: www.theresolutioncenter.com
Contact: Craig R. Pappas

COMMUNITY DISPUTE RESOLUTION PROGRAM

CENTER PROGRAM SUMMARY

MARQUETTE, Alger

Marquette-Alger Resolution Service
715 W. Washington Street, Suite A
Marquette, Michigan 49855
Telephone: (906) 226-8600
Fax: (906) 226-5399
E-mail: marsmediation@yahoo.com
Website: www.marsmediation.org
Contact: Jennifer Frazier

MUSKEGON, Manistee, Mason, Oceana

Westshore Dispute Resolution Center
8 W. Walton Avenue
Muskegon, Michigan 49440
Telephone: (231) 727-6001
Fax: (231) 727-6011
E-mail: wdrc@verizon.net
Website: www.mediatewestmichigan.com
Contact: David Cotter

OAKLAND

Oakland Mediation Center, Inc.
550 Hulet Drive, Suite 102
Bloomfield Hills, Michigan 48302
Telephone: (248) 338-4280
Fax: (248) 338-0480
E-mail: bhanes@mediation-omc.org
Website: www.mediation-omc.org
Contact: Bonnie Hanes

OTSEGO, Alcona, Alpena, Antrim, Cheboygan, Crawford, Iosco,

Kalkaska, Montmorency, Oscoda
Presque Isle
Community Mediation Services
Otsego County
United Way Building
116 5th Street
Gaylord, Michigan 49735
Telephone: (989) 732-1576, (989) 705-1227
Fax: (989) 705-1337
E-mail: mediation@voyager.net
Contact: Grant Bliss

OTTAWA, Allegan

Center for Dispute Resolution
Macatawa Resource Center
665 136th Avenue, Suite 100
Holland, Michigan 49424
Telephone: (616) 399-1600
Fax: (616) 399-1090
E-mail: cdrexec@macatawa.org
Website: www.msao.org
Contact: Connie Corriveau

TUSCOLA, Huron, Lapeer, Sanilac

Center for Dispute Resolution
Human Development Commission
429 Montague Avenue
Caro, Michigan 48723-1997
Telephone: (989) 672-4044
Fax: (989) 673-2031
E-mail: peggyd@hdc-caro.org
Contact: Peggy Davy

WASHTENAW, Livingston

Dispute Resolution Centers of Michigan, Inc.
The Dispute Resolution Center
110 N. Fourth Avenue, Suite 100
P.O. Box 8645
Ann Arbor, Michigan 48107-8645
Telephone: (734) 222-3745
Fax: (734) 222-3760
E-mail: langk@ewashtenaw.org
Website: www.mimmediation.org
Contact: Kaye L. Lang

WAYNE

Wayne Mediation Center
Garrison Place
19855 W. Outer Drive, Suite 206 – East Bldg.
Dearborn, Michigan 48124
Telephone: (313) 561-3500
Fax: (313) 561-3600
E-mail: hlischeron@mediation-wayne.org
Website: www.mediation-wayne.org
Contact: Howard Lischeron

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

CITIZENS MEDIATION SERVICES, INC.

Counties Served: Berrien, Branch, Cass, St. Joseph, and Van Buren
Director: Matthew Balfé
Office Address: 2800 Cleveland Avenue, Suite 2, St. Joseph, MI 49085
E-mail Address: execdir@gcctv.com
Website: www.citizensmediation.org

Start-Up Year: 1991

2005 Annual Budget of Overall Dispute Resolution Center: \$105,280.00

2005 CDRP Grant: \$79,110.00

Local Funding Sources: Foundation and city grants.

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 2

Total Number of Mediators: 36

Types of Cases Handled or Programs Offered: Community, small claims, general civil, family, probate, victim/offender reconciliation program, special education, civil rights, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), and Equal Employment Opportunity Commission.

Courts in Which Services are Provided or from Which Referrals are Received: 2nd Circuit, 43rd Circuit, 36th Circuit, 3-B District, 4th District, 5th District, 7th District–East, 7th District–West, 14th Probate Court, and 75th Probate Courts.

Other Referral Sources: Department of Civil Rights, intermediate school districts, postal service, private attorneys, legal organizations, community organizations, and social service agencies.

Types of Training Offered: Basic mediator training, advanced mediator training, court certified mediator training, parenting mediation training, skill building workshops, and Conflict Resolution Training for the Workplace.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

NORTHERN COMMUNITY MEDIATION

Counties Served: Charlevoix and Emmet
Director: Dr. Jane Millar
Office Address: 415 State Street, Petoskey, MI 49770
E-mail Address: jane@northernmediation.org
Website: N/A

Start-Up Year: 1993

2005 Annual Budget of Overall Dispute Resolution Center: \$148,949.31
2005 CDRP Grant: \$64,275.33

Local Funding Sources: Charlevoix County, Emmet County, Charlevoix County Community Foundation, Petoskey-Harbor Springs Area Community Foundation, Revenue Sharing Board, and Charlevoix Lions Club.

Total Number of Staff: 3
Total Number of Full-Time Equivalent Positions: 2
Total Number of Mediators: 38

Types of Cases Handled or Programs Offered: Victim/offender reconciliation program, postjudgment, small claims, consumer/merchant, breach of contract, juvenile, landlord/tenant, neighborhood, special education, divorce, domestic relations, adult offender, assault, employment, civil rights, permanency planning, ordinance/statute, professional/client, property, and public policy.

Courts in Which Services are Provided or from Which Referrals are Received: 33rd Circuit, 57th Circuit, 90th District, and 7th Probate Courts.

Other Referral Sources: Friend of the court, family independence agency, attorneys, prosecuting attorneys, self-referrals, social service agencies, and churches.

Types of Training Offered: 40-hour mediation, conflict and anger management for police, conflict and anger management for nonprofit staffs, conflict and anger management for business, advanced training for mediators.

COMMUNITY DISPUTE RESOLUTION PROGRAM
2005 ANNUAL STATISTICS

EUP COMMUNITY DISPUTE RESOLUTION CENTER

Counties Served: Chippewa, Luce, and Mackinac
Director: Geraldine Stelmaszek
Office Address: P.O. Box 505, Sault Sainte Marie, MI 49783
E-mail Address: cdrc@30below.com
Website: N/A

Start-Up Year: 1993

2005 Annual Budget of Overall Dispute Resolution Center: \$77,889.00
2005 CDRP Grant: \$61,752.00

Local Funding Sources: Community collaboratives in Chippewa and Mackinac counties, From Decisions to Actions, United Way of Chippewa County, Sault Ste. Marie Tribe of Chippewa Indians, and Children's Trust Fund councils in Chippewa and Mackinac counties.

Total Number of Staff: 3
Total Number of Full-Time Equivalent Positions: 2
Total Number of Mediators: 28

Types of Cases Handled or Programs Offered: Domestic relations, parent/child, small claims, general civil, landlord/tenant, neighborhood, family, special education, guardianship, public administration, employment, and facilitation.

Courts in Which Services are Provided or from Which Referrals are Received: 11th Circuit, 50th Circuit, 91st District, 92nd District, 6th Probate, and 17th Probate Courts, Sault Tribe of Chippewa Indians Court, and Bay Mills Tribe of Chippewa Indians Court.

Other Referral Sources: Businesses, community organizations, county prosecutors, police, government, legal organizations, friends, and family.

Types of Training Offered: 40-hour mediation, conflict resolution, and peer mediation.

COMMUNITY DISPUTE RESOLUTION PROGRAM
2005 ANNUAL STATISTICS

UPCAP RESOLUTION SERVICES PROGRAM

Counties Served: Delta, Menominee and Schoolcraft
Director: Cheryl A. Goc
Office Address: 2501 14th Avenue South, Escanaba, MI 49829
E-mail Address: gocc@upcap.org
Website: www.upcap.org

Start-Up Year: 1994

2005 Annual Budget of Overall Dispute Resolution Center: \$154,095.00

2005 CDRP Grant: \$72,805.00

Local Funding Sources: Delta and Menominee Counties.

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 1.5

Total Number of Mediators: 38

Types of Cases Handled or Programs Offered: General civil, victim/offender reconciliation program, divorce, pre- and postjudgment parenting time, adult guardianship, special education, public policy, parent/child, civil rights, and workplace.

Courts in Which Services are Provided or from Which Referrals are Received: 11th Circuit, 41st Circuit, 47th Circuit, 93rd District, 94th District, 5th Probate, 21st Probate, and 55th Probate Courts.

Other Referral Sources: Schools, prosecutor's office, law enforcement, Department of Civil Rights, Federal Forest Service, intermediate school district, Department of Human Services, Chamber of Commerce, and private attorneys.

Types of Training Offered: General civil, victim/offender, anger management, and peer mediation.

COMMUNITY DISPUTE RESOLUTION PROGRAM
2005 ANNUAL STATISTICS

COMMUNITY RESOLUTION CENTER, INC.

Counties Served: Genesee, Arenac, Bay, Clare, Gladwin, Midland, Ogemaw, Roscommon, and Saginaw
Director: Dayna Harper
Office Address: 315 E. Court Street, Suite 200, Flint, MI 48502
E-mail Address: rcdayna@sbcglobal.net
Website: In Progress

Start-Up Year: 1994

2005 Annual Budget of Overall Dispute Resolution Center: \$170,991.16

2005 CDRP Grant: \$152,822.16

Local Funding Sources: Contracts with U.S. Postal Service and the Civil Rights Commission.

Total Number of Staff: 5

Total Number of Full-Time Equivalent Positions: 3

Total Number of Mediators: 108

Types of Cases Handled or Programs Offered: Special education, postjudgment parenting time, custody, divorce, adult guardianship, landlord/tenant, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), civil rights, merchant/consumer, and neighborhood.

Courts in Which Services are Provided or from Which Referrals are Received: 7th Circuit, 10th Circuit, 18th Circuit, 23rd Circuit, 34th Circuit, 42nd Circuit, 55th Circuit, 67th District, 68th District, 70th District, 75th District, 80th District, 81st District, 82nd District, 83rd District, 25th Probate, 6th Probate, 9th Probate, 17th Probate, 56th Probate, 65th Probate, 72nd Probate, and 73rd Probate Courts.

Other Referral Sources: Friend of the Court.

Types of Training Offered: 40-hour mediation, conflict resolution workshop.

COMMUNITY DISPUTE RESOLUTION PROGRAM
2005 ANNUAL STATISTICS

WESTERN U.P. MEDIATORS & TRAINING CENTER, INC.

Counties Served: Gogebic, Baraga, Dickinson, Houghton, Iron, Keweenaw, and Ontonagon
Director: Marvin La Grew
Office Address: 115 E. Ayer Street, Ironwood, MI 49938
E-mail Address: mediator@up.net
Website: N/A

Start-Up Year: 1991

2005 Annual Budget of Overall Dispute Resolution Center: \$57,611.43

2005 CDRP Grant: \$54,363.17

Local Funding Sources: Department of Health and Human Services

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 1

Total Number of Mediators: 46

Types of Cases Handled or Programs Offered: General civil, small claims, divorce, child protection, civil rights, adult guardianship, victim/offender reconciliation program, and special education.

Courts in Which Services are Provided or from Which Referrals are Received: 12th Circuit, 32nd Circuit, 41st Circuit, 95-B District, 97th District, 98th District, 7th Probate, 22nd Probate, 27th Probate, 31st Probate, 36th Probate, 42nd Probate, and 66th Probate Courts.

Other Referral Sources: Attorneys, self-referrals, schools, and governmental agencies.

Types of Training Offered: 40-hour mediation, advanced victim/offender.

COMMUNITY DISPUTE RESOLUTION PROGRAM
2005 ANNUAL STATISTICS

COMMUNITY RECONCILIATION SERVICES, INC.

Counties Served: Grand Traverse, Leelanau, Benzie, Wexford, and Missaukee
Director: Gerry Sell
Office Address: 1022 E. Front Street, P.O. Box 1035, Traverse City, MI 49685
E-mail Address: crservice@thirdlevel.org
Website: N/A

Start-Up Year: 1990

2005 Annual Budget of Overall Dispute Resolution Center: \$67,767.39

2005 CDRP Grant: \$45,674.39

Local Funding Sources: City of Traverse City, Grand Traverse County, private donations, and program fees.

Total Number of Staff: 1

Total Number of Full-Time Equivalent Positions: 1

Total Number of Mediators: 56

Types of Cases Handled or Programs Offered: Mediation of disputes, including divorce (property settlement and parenting time), contracts, employment, civil rights, consumer/merchant, landlord/tenant and neighborhood, facilitation of public and private meetings, specialized mediation including United States Postal Service REDRESS, special education, permanency planning and victim/offender reconciliation.

Courts in Which Services are Provided or from Which Referrals are Received: 13th Circuit, 28th Circuit, 84th District, and 86th District Courts.

Other Referral Sources: U.S. Postal Service, U.S. Forest Service, Michigan Departments of Civil Rights and Labor and Economic Growth, local units of government, social workers, mental health professionals, private attorneys, and former participants.

Types of Training Offered: Basic community mediation, general civil mediation, advanced mediator training (inservice program in cooperation with circuit court), formal consensus, Conflict Resolution Skills for Professionals, and Conflict Resolution Skills for Groups.

COMMUNITY DISPUTE RESOLUTION PROGRAM
2005 ANNUAL STATISTICS

DISPUTE RESOLUTION CENTER OF CENTRAL MICHIGAN

Counties Served: Ingham, Clinton, Eaton, Gratiot, Ionia, and Shiawassee
Director: Karen Beauregard
Office Address: 2929 Covington Court, Suite 201, Lansing, MI 48912
E-mail Address: drccm.beauregard@tds.net
Website: N/A

Start-Up Year: 1990

2005 Annual Budget of Overall Dispute Resolution Center: \$206,424.00
2005 CDRP Grant: \$109,000.00

Local Funding Sources: Permanency Planning Mediation Project Grant

Total Number of Staff: 4

Total Number of Full-Time Equivalent Positions: 1 full-time; 3 part-time

Total Number of Mediators: 70

Types of Cases Handled or Programs Offered: Community, general civil, neighborhood, property, special education, permanency planning, domestic, small claims, civil rights, employment, and friend of the court.

Courts in Which Services are Provided or from Which Referrals are Received: 54-A District, 54-B District, 55th District, 56th District, and 65th District Courts.

Other Referral Sources: U.S. Postal Service, Department of Civil Rights, schools, attorneys, previous clients, law enforcement, and various government agencies.

Types of Training Offered: General civil mediation, MCR 2.411 Training for MSU College of Law and Thomas M. Cooley Law School, advanced mediation training, and community mediation training.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

SOUTHEASTERN DISPUTE RESOLUTION SERVICES

Contract Provider: Community Action Agency
Counties Served: Jackson, Hillsdale, Lenawee, and Monroe
Director: Marc Stanley
Office Address: 1214 Greenwood Ave., Jackson, MI 49203
E-mail Address: mstanley@caajlh.org
Website: www.caajlh.org

Start-Up Year: 1994

2005 Annual Budget of Overall Dispute Resolution Center: \$124,964.00

2005 CDRP Grant: \$67,994.00

Local Funding Sources: The Emergency Shelter Grant, Fair Housing Monies, and Jackson County Friend of the Court.

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 2

Total Number of Mediators: 35

Types of Cases Handled or Programs Offered: Small claims, juvenile, divorce, landlord/tenant, parenting time, special education, personal protection orders, neighborhood, school issues, civil rights, custody, child support, probate, circuit and district court issues, and various other community issues.

Courts in Which Services are Provided or from Which Referrals are Received: 4th Circuit, 38th Circuit, 1st District, 2-A District, 12th District, and 58th Probate Courts.

Other Referral Sources: Jackson County schools, intermediate school district, Monroe County schools, Hillsdale Intermediate School District, Community Action Agency, private attorneys, clergy, Equal Employment Opportunity Commission, Monroe County Youth Center, Lenawee Balanced and Restorative Justice Community, Monroe Youth Diversion programs, and Lenawee County schools.

Types of Training Offered: Basic mediation training, juvenile justice mediation, VOPR training, and domestic relations mediation training.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

DISPUTE RESOLUTION SERVICES OF GRYPHON PLACE

Contract Provider: Gryphon Place
Counties Served: Kalamazoo, Barry, and Calhoun
Director: Barry Lee Burnside
Office Address: 1104 S. Westnedge Avenue, Kalamazoo, MI 49008
E-mail Address: bburnside@gryphon.org
Website: www.gryphon.org

Start-Up Year: 1998

2005 Annual Budget of Overall Dispute Resolution Center: \$104,214.11

2005 CDRP Grant: \$84,274.25

Local Funding Sources: City of Kalamazoo, and Youth United Way.

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 2

Total Number of Mediators: 32

Types of Cases Handled or Programs Offered: General civil, small claims, landlord/tenant, guardianship/conservatorship, victim/offender, permanency planning, EEO, civil rights, Americans with Disabilities Act, and special education.

Courts in Which Services are Provided or from Which Referrals are Received: 9th Circuit, 8th District, 10th District, and P39 Probate Courts.

Other Referral Sources: Michigan Department of Civil Rights, U.S. Postal Service, public school, public safety, neighborhood association, attorneys, city government, and legal aid.

Types of Training Offered: 40-hour mediator training, peer mediation, victim/offender conferencing, restorative circles, and conflict resolution skills.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

DISPUTE RESOLUTION CENTER OF WEST MICHIGAN

Counties Served: Isabella, Kent, Lake, Mecosta, Montcalm, Newaygo, and Osceola
Director: Jonathan Wilmot
Office Address: 678 Front Ave NW Ste 250, Grand Rapids, MI 49504-5368
E-mail Address: jwilmot@drcwmich.org
Website: www.drcwmich.org

Start-Up Year: 1986

2005 Annual Budget of Overall Dispute Resolution Center: \$201,777.61

2005 CDRP Grant: \$123,619.91

Local Funding Sources: City of Grand Rapids

Total Number of Staff: 4

Total Number of Full-Time Equivalent Positions: 3

Total Number of Mediators: 74

Types of Cases Handled or Programs Offered: Americans with Disabilities Act, agricultural, civil rights, contracts, custody, divorce, employment, general civil, guardianship, landlord/tenant, neighborhood, parent/child, personal protection orders, probate, public policy, small claims, special education, U.S. Postal Service, and victim/offender.

Courts in Which Services are Provided or from Which Referrals are Received: 8th Circuit, 17th Circuit, 27th Circuit, 49th Circuit, 51st Circuit, 59th District, 61st District, 62-A District, 62-B District, 63-A District, 63-B District, 64-B District, 76th District, 77th District, 78th District, 79th District, and Probate Courts

Other Referral Sources: Local organizations, attorneys, schools, police, neighborhood associations, Legal Assistance Center, Metro Ministries, Restorative Justice Coalition, MSU Extension, United Way's 211, and Ferris St. University.

Types of Training Offered: 40-hour and other mediator trainings, peer mediation programs, and various conflict resolution training programs.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

THE RESOLUTION CENTER

Counties Served: Macomb and St. Clair
Director: Craig Pappas
Office Address: 176 S. Main Street, Suite 2, Mount Clemens, MI 48043
E-mail Address: theresolutioncenter@mediate.com
Website: www.theresolutioncenter.com

Start-Up Year: 1993

2005 Annual Budget of Overall Dispute Resolution Center: \$179,143.00

2005 CDRP Grant: \$142,337.00

Local Funding Sources: Macomb County Bar Foundation, annual fundraiser with campaign drive, and district court.

Total Number of Staff: 3

Total Number of Full-Time Equivalent Positions: 2

Total Number of Mediators: 70

Types of Cases Handled or Programs Offered: Small claims, general civil, parenting time, personal protection orders, divorce, victim/offender reconciliation program, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), civil rights, guardianship, public policy, special education, parent/child, landlord/tenant, neighborhood, consumer/merchant, facilitation, and arbitration.

Courts in Which Services are Provided or from Which Referrals are Received: 16th Circuit, 31st Circuit, 37th District, 38th District, 40th District, 41-B District, and 72nd District Courts.

Other Referral Sources: Bar association, government agencies, law enforcement, private attorneys, local broadcast media, legal aid, school districts, labor unions, state associations, and prosecutor's office.

Types of Training Offered: 40-hour mediation, peer mediation, and conflict resolution.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

MARQUETTE ALGER RESOLUTION SERVICE

Counties Served: Marquette and Alger
Director: Jennifer Frazier
Office Address: 715 W. Washington Street, Suite A, Marquette, MI 49855
E-mail Address: marsmediation@yahoo.com
Website: www.marsmediation.org

Start-Up Year: 1992

2005 Annual Budget of Overall Dispute Resolution Center: \$51,851.82

2005 CDRP Grant: \$48,351.82

Local Funding Sources: Marquette County Circuit Court Counseling Fund, MSU Extension, County of Marquette, and Family Independence Agency (Department of Human Services).

Total Number of Staff: 1

Total Number of Full-Time Equivalent Positions: 0

Total Number of Mediators: 24

Types of Cases Handled or Programs Offered: Divorce, parenting time, property, special education, victim/offender reconciliation program, civil rights, small claims, and permanency planning.

Courts in Which Services are Provided or from Which Referrals are Received: 11th Circuit, 25th Circuit, 93rd District, 96th District, 5th Probate, and 52nd Probate Courts.

Other Referral Sources: Family independence agency, human services organizations, law enforcement, self-referrals, government agencies, mental health and other counselors, and schools.

Types of Training Offered: 40-hour mediation and peer mediation.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

WESTSHORE DISPUTE RESOLUTION CENTER

Counties Served: Muskegon, Manistee, Mason, and Oceana
Director: David Cotter
Office Address: 8 W. Walton Avenue, Muskegon, MI 49440
E-mail Address: wdrc@verizon.net
Website: www.mediatewestmichigan.com

Start-Up Year: 1992

2005 Annual Budget of Overall Dispute Resolution Center: \$140,317.81
2005 CDRP Grant: \$53,406.81

Local Funding Sources: N/A

Total Number of Staff: 6
Total Number of Full-Time Equivalent Positions: 4
Total Number of Mediators: 72

Types of Cases Handled or Programs Offered: Special education, victim/offender reconciliation program, custody, parenting time, landlord/tenant, consumer/merchant, divorce, guardianship, neighborhood, property, personal protection orders, civil rights, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), restorative justice, schools, juvenile and adult retail fraud panels, minor in possession panels, family resource centers, police diversionary, and community service monitoring.

Courts in Which Services are Provided or from Which Referrals are Received: 14th Circuit, 19th Circuit, 27th Circuit, 51st Circuit, 60th District, 78th District, 79th District, 85th District, 51st Probate, 53rd Probate, 61st Probate, and 64th Probate Courts.

Other Referral Sources: Private attorneys, self-referrals, law enforcement, Department of Human Services, Child and Family Services, schools, probation office, parole, legal aid, and community and social service organizations.

Types of Training Offered: Basic mediation, victim/offender, conflict management, and balanced and restorative justice.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

OAKLAND MEDIATION CENTER

Counties Served: Oakland
Director: Bonnie Hanes, Active Executive Director
Office Address: 550 Hulet Drive, Suite 102, Bloomfield Hills, MI 48302
E-mail Address: bhanes@mediation-omc.org
Website: www.mediation-omc.org

Start-Up Year: 1989

2005 Annual Budget of Overall Dispute Resolution Center: \$462,369.00
2005 CDRP Grant: \$195,254.00

Local Funding Sources: Service for fee

Total Number of Staff: 10
Total Number of Full-Time Equivalent Positions: 7
Total Number of Mediators: 117

Types of Cases Handled or Programs Offered: Consumer/merchant, employment, adult/child guardianship, parenting time, landlord/tenant, general civil, special education, neighborhood, business and contract, insurance, small claims, divorce, custody, grandparenting time, postal, senior citizen, and school and student.

Courts in Which Services are Provided or from Which Referrals are Received: 6th Circuit, 46th District, 50th District, 51st District, 52-1 District, 52-2 District, and 52-3 District Courts.

Other Referral Sources: Equal Employment Opportunity Commission, Michigan Department of Civil Rights, United States Postal Service, Oakland County Police Department, Michigan Special Education Programs, Michigan Education Association, friend of the court, circuit, and probate courts.

Types of Training Offered: Adult Mediator: 40-Hour SCAO Approved Civil Court Mediator Training, 40-Hour SCAO Approved Community Mediator Training, 40-Hour SCAO Approved Domestic Relations Training and 8-Hour Advanced Mediator Training. Workplace: Conflict Resolution, Managers as Mediators and Diversity. Youth: Peer Mediation (Peers Making Peace), Bully-Proofing Your School, and Conflict Resolution and Diversity.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

COMMUNITY MEDIATION SERVICES

Contract Provider: Otsego County
Counties Served: Otsego, Alcona, Alpena, Antrim, Cheboygan, Crawford, Iosco, Kalkaska, Montmorency, Oscoda, and Presque Isle
Director: Grant Bliss
Office Address: 116 5th Street, Gaylord, MI 49735
E-mail Address: mediation@voyager.net
Website: N/A

Start-Up Year: 1994

2005 Annual Budget of Overall Dispute Resolution Center: \$75,674.83

2005 CDRP Grant: \$73,024.83

Local Funding Sources: N/A

Total Number of Staff: 4

Total Number of Full-Time Equivalent Positions: 1

Total Number of Mediators: 103

Types of Cases Handled or Programs Offered: Permanency planning mediation project, victim/offender, civil, community, guardianship, parent/child, special education, civil rights, United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly), and Equal Employment Opportunity Commission.

Courts in Which Services are Provided or from Which Referrals are Received: 13th Circuit, 23rd Circuit, 26th Circuit, 46th Circuit, 53rd Circuit, 81st District, 82nd District, 86th District, 87th District, 88th District, 89th District, and 1st Probate, 4th Probate, 5th Probate, 16th Probate, 20th Probate, 35th Probate, 40th Probate, 60th Probate, 68th Probate, 69th Probate, and 71st Probate Courts.

Other Referral Sources: Government agencies, outreach program, attorneys, and self-referrals.

Types of Training Offered: 40-hour mediator training.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

MEDIATION SERVICES

Counties Served: Ottawa and Allegan
Director: Connie Corriveau
Office Address: 665 136th Avenue, Suite 100, Holland, MI 49424
E-mail Address: cdrexec@macatawa.org
Website: www.msao.org

Start-Up Year: 1993

2005 Annual Budget of Overall Dispute Resolution Center: \$81,367.00

2005 CDRP Grant: \$49,624.00

Local Funding Sources: City of Holland grant; Allegan County United Way

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: 1.6

Total Number of Mediators: 32

Types of Cases Handled or Programs Offered: Community, small claims, general civil claims, parenting time, personal property disbursement, victim/offender reconciliation program, special education, adult guardianship, civil rights, and United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly).

Courts in Which Services are Provided or from Which Referrals are Received: 58th District, 20th Circuit, 48th Circuit, 70th Probate, and 3rd Probate Courts.

Other Referral Sources: Local government, private attorneys, educational institutions, social service agencies, and Michigan Department of Civil Rights.

Types of Training Offered: Community mediation training, staff development programs in the practice of mediation, fundamental mediation skills, leadership mediation, and customized training for organizations.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

HDC CENTER FOR DISPUTE RESOLUTION

Contract Provider: Human Development Commission
Counties Served: Huron, Lapeer, Sanilac and Tuscola
Director: Peggy Davy
Office Address: 429 Montague Avenue, Caro, MI 48723
E-mail Address: peggyd@hdc-caro.org
Website: N/A

Start-Up Year: 1994

2005 Annual Budget of Overall Dispute Resolution Center: \$46,755.95

2005 CDRP Grant: \$38,932.37

Local Funding Sources: Human Development Commission, donations/fees, and Sanilac County Family Court.

Total Number of Staff: 2

Total Number of Full-Time Equivalent Positions: .80 FTE

Total Number of Mediators: 14

Types of Cases Handled or Programs Offered: Neighborhood, consumer/merchant, professional/client, parent/child, estates resolution, landlord/tenant, mortgagee/mortgagor, construction and contractor issues, community, local government, small claims, general civil, family court, permanency planning, special education, agricultural¹, and civil rights.

Courts in Which Services are Provided or from Which Referrals are Received: 24th Circuit, 40th Circuit, 71-A District, 71-B District, 73-A District, and 76th Probate Courts.

Other Referral Sources: Blue Water Center for Independent Living, information and referral, family independence agency, prosecuting attorney, Michigan Department of Civil Rights, federal/state/local farm service agencies, federal/state/local natural resource conservation, Michigan Rural Development, Lakeshore Legal Aid, Eastern Michigan Legal Services, schools, attorneys, governmental agencies, private and civic organizations, law enforcement, and HUD/MSHD (a local community development block grant administrator).

Types of Training Offered: 40-hour mediation, Michigan Agricultural Mediation Program Training for Mediators, Assistants, MSU and USDA Agency Personnel, and site specific workshops and trainings.

¹ Agricultural Mediation is also provided through a grant from the USDA, administered by Michigan State University, to the following counties: Alcona, Alger, Alpena, Antrim, Arenac, Baraga, Bay, Charlevoix, Cheboygan, Chippewa, Clare, Clinton, Crawford, Delta, Dickinson, Emmet, Genesee, Gladwin, Gogebic, Gratiot, Houghton, Huron, Isoco, Iron, Isabella, Kalkaska, Keweenaw, Lapeer, Luce, Mackinac, Macomb, Marquette, Menominee, Midland, Missaukee, Monroe, Montgomery, Oakland, Ogemaw, Ontonagon, Oscoda, Otsego, Presque Isle, Roscommon, St. Clair, Saginaw, Sanilac, Schoolcraft, Tuscola, and Wayne.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

DISPUTE RESOLUTION CENTERS OF MICHIGAN, INC.

Counties Served: Washtenaw and Livingston
Director: Kaye L. Lang
Office Address: 110 N. Fourth Avenue, Suite 100, Ann Arbor, MI 48104
Mailing Address: P.O. Box 8645, Ann Arbor, MI 48107
E-mail Address: langk@ewashtenaw.org
Website: www.mimmediation.org

Start-Up Year: 1983

2005 Annual Budget of Overall Dispute Resolution Center: \$223,432.00
2005 CDRP Grant: \$84,750.00

Local Funding Sources: Washtenaw County and Livingston County.

Total Number of Staff: 5
Total Number of Full-Time Equivalent Positions: 3.8
Total Number of Mediators: 100

Types of Cases Handled or Programs Offered: Estate, parent/child, guardianship (adult and minor), conservatorship, permanency planning, domestic relations, access and visitation (friend of the court), community, special education, employer/employee, civil rights, general civil, business/business, business/consumer, landlord/tenant, and small claims.

Courts in Which Services are Provided or from Which Referrals are Received: 14-A and 53rd District Courts, and Probate, Estate and Mental Health Division of the 22nd Judicial Circuit Court.

Other Referral Sources: Michigan Department of Civil Rights, Michigan Department of Consumer and Industry, Family Independence Agency, Fox 2 Problem Solvers, Ann Arbor Public Schools, Family Law Clinic, private businesses, private attorneys, self-referrals.

Types of Training Offered: General civil mediator training, basic community mediator training, mediator as facilitator, parent/child mediator, kinship care mediator, diversity in conflict, customized mediation and conflict resolution skills training, and brown bag education series for mediators.

COMMUNITY DISPUTE RESOLUTION PROGRAM
CENTER PROGRAM SUMMARY

WAYNE MEDIATION CENTER

Counties Served: Wayne
Director: Howard A. Lischeron
Office Address: Suite 206, 19855 W. Outer Dr., Dearborn, MI 48124
E-mail Address: hlischeron@mediation-wayne.org
Website: www.mediation-wayne.org

Start-Up Year: 1987

2005 Annual Budget of Overall Dispute Resolution Center: \$431,876.00

2005 CDRP Grant: \$370,852.00

Local Funding Sources: CDBG, contracts for service, and fees.

Total Number of Staff: 6

Total Number of Full-Time Equivalent Positions: 6

Total Number of Mediators: 140

Types of Cases Handled or Programs Offered: General civil, small claims, probate, juvenile, permanency planning, visitation, postdivorce, neighborhood, consumer/merchant, civil rights, workplace, and United States Postal Service REDRESS (Resolve Employment Disputes Reach Equitable Solutions Swiftly).

Courts in Which Services are Provided or from Which Referrals are Received: 3rd Circuit, 18th District, 19th District, 21st District, 23rd District, 29th District, 30th District, 31st District, 33rd District, 35th District, 36th District, and 3rd Probate Courts.

Other Referral Sources: Law enforcement, United States Postal Service, Michigan Department of Civil Rights, schools, and social service agencies.

Types of Training Offered: 40-hour court rule mediator training and custom-designed dispute resolution programs.

2005 Year to Date	Citizens Mediation Service, Inc.	Northern Community Mediation	Eastern UP Dispute Resolution Center, Inc.	UPCAP Services Inc.	Comm. Dispute Resolution Center of Genesee Cty, Inc.
	Berrien	Charlevoix	Chippewa	Delta	Genesee
Case Disposition Totals					
Conciliated (resolved w/o formal mediation)	125	66	71	12	4
Mediated to agreement	111	250	128	96	525
Mediated without agreement	113	46	35	23	274
Facilitated	8	5	44	79	0
Arbitrated	0	0	0	0	0
Unamenable for mediation	8	2	15	2	12
Avg. duration of mediation (minutes)	89.5	92.3	79.0	104.3	92.9
Total fees received	\$14,517.00	\$1,480.00	\$20,105.00	\$4,120.00	\$18,367.50
Total amount of money distributed due to agree	\$661,793.59	\$279,835.39	\$161,079.15	\$192,999.22	\$140,566.93
No. of cases in which money was distributed	171	172	61	59	42
If No Mediation Held					
Initiator refuses to mediate	0	1	36	0	0
Respondent refuses to mediate	68	15	62	25	38
Initiator failed to show	5	3	1	1	34
Respondent failed to show	39	7	1	3	58
Both failed to show	2	1	1	2	54
Case dismissed by initiator	131	22	27	4	43
Unable to contact respondent	6	1	44	11	0
Loss of contact	57	8	87	14	34
Additional Case Information Totals					
Returnee to mediation:					
New matter	296	6	59	1	10
Remediation of old matter	5	0	5	0	2
Non-compliance of old matter	1	0	0	0	0
Number of cases accepted	698	457	558	291	1124
Number of cases disposed	673	427	552	272	1076
Number of individuals served	539	1012	1410	2161	1959
Number of businesses served	135	0	272	21	0
Average number of days-intake to disposition	37.0	33.0	20.5	22.0	21.8
Case accepted where lawsuit initiated	133	0	191	0	0
Case resolved where lawsuit initiated	81	0	59	0	0
Sucessfully mediated case referred elsewhere	1	0	0	0	0
Non-mediated case referred elsewhere	0	1	12	1	13

2005 Year to Date		Citizens Mediation Service, Inc.	Northern Community Mediation	Eastern UP Dispute Resolution Center, Inc.	UPCAP Services Inc.	Comm. Dispute Resolution Center of Genesee Cty, Inc.
		Berrien	Charlevoix	Chippewa	Delta	Genesee
Sixty day Follow-up						
Parties kept their agreement		20	0	27	9	0
Parties did not keep their agreement but agree to return to mediation		0	0	1	0	0
Parties did not keep their agreement and declined mediation		4	0	8	0	0
Lawsuit was resumed or filed		2	0	2	0	0
Referral Source						
Business/corporation		5	1	3	0	1
Community organization		11	2	21	16	4
Court		560	344	419	165	866
Friend		0	2	2	1	3
Government unit		19	16	2	8	84
Legal organization		1	6	1	2	13
Outreach efforts		0	0	1	1	0
Police, sheriff, state police		1	1	1	1	0
Private attorney		0	0	0	0	0
Prosecutor		0	0	10	0	0
Advertisement		0	0	0	2	0
Religious organization		0	0	0	0	0
School system		9	3	3	46	53
Self-referrals		67	35	66	18	52
Social service organization		0	0	21	5	0
Other		0	17	2	7	0
Dispute Type						
Adult offender		0	1	1	4	0
Assaults		0	0	1	1	3
Consumer/merchant		71	0	39	12	0
Breach of contract		398	162	273	33	58
Domestic relations		27	143	96	25	847
Employment		23	17	4	3	56
Juvenile offender		0	82	0	70	14
Landlord/tenant		56	8	58	7	5
Neighborhood		5	4	5	3	2
Noise/nuisance		0	0	0	0	0
Ordinance violation		0	2	2	0	2
Professional/client		25	0	4	3	0
Property		41	4	16	6	8
School problems		9	2	6	68	54
Trespass		0	0	0	0	0
Other		18	2	47	37	27

2005 Year to Date	Western UP Mediators	Community Reconciliation Services, Inc.	Dispute Resolution Center of Central Michigan	Community Action Agency	Gryphon Place	Community Reconciliation Center
	Gogebic	Grand Traverse	Ingham	Jackson	Kalamazoo	Kent
Case Disposition Totals						
Conciliated (resolved w/o formal mediation)	78	72	147	80	31	147
Mediated to agreement	94	70	214	146	336	502
Mediated without agreement	19	20	85	126	75	94
Facilitated	0	22	2	3	2	1
Arbitrated	0	0	0	0	0	75
Unamenable for mediation	1	4	2	35	1	1
Avg. duration of mediation (minutes)	91.4	125.1	104.9	89.5	44.5	69.8
Total fees received	\$20.00	\$8,465.00	\$18,843.83	\$0.00	\$7,705.00	\$20,817.00
Total amount of money distributed due to agree	\$66,735.62	\$339,421.03	\$381,387.09	\$255,658.03	\$80,616.38	\$702,164.76
No. of cases in which money was distributed	34	110	265	113	75	468
If No Mediation Held						
Initiator refuses to mediate	1	3	14	2	5	4
Respondent refuses to mediate	2	38	61	12	68	62
Initiator failed to show	1	0	2	10	2	2
Respondent failed to show	1	1	2	198	3	11
Both failed to show	0	0	1	29	0	0
Case dismissed by initiator	4	8	22	22	18	51
Unable to contact respondent	0	1	13	13	13	49
Loss of contact	0	6	26	26	28	12
Additional Case Information Totals						
Returnee to mediation:						
New matter	9	1	100	2	2	297
Remediation of old matter	4	0	0	2	1	0
Non-compliance of old matter	0	0	0	0	0	0
Number of cases accepted	197	217	497	686	573	945
Number of cases disposed	201	245	591	702	582	1011
Number of individuals served	418	710	1173	1538	1368	1714
Number of businesses served	37	57	84	213	74	303
Average number of days-intake to disposition	9.3	20.5	17.0	10.3	9.5	11.3
Case accepted where lawsuit initiated	33	99	79	305	96	378
Case resolved where lawsuit initiated	23	70	62	0	44	212
Sucessfully mediated case referred elsewhere	0	0	0	0	0	0
Non-mediated case referred elsewhere	0	4	2	0	0	0

2005 Year to Date	Western UP Mediators	Community Reconciliation Services, Inc.	Dispute Resolution Center of Central Michigan	Community Action Agency	Gryphon Place	Community Reconciliation Center
	Gogebic	Grand Traverse	Ingham	Jackson	Kalamazoo	Kent
Sixty day Follow-up						
Parties kept their agreement	93	12	117	21	64	285
Parties did not keep their agreement but agree to return to mediation	5	0	3	0	0	0
Parties did not keep their agreement and declined mediation	0	1	48	2	4	4
Lawsuit was resumed or filed	0	0	4	3	2	0
Referral Source						
Business/corporation	0	5	0	4	1	2
Community organization	0	5	5	28	13	9
Court	184	176	435	635	254	774
Friend	0	0	2	1	0	5
Government unit	0	25	55	14	27	65
Legal organization	1	2	18	2	2	9
Outreach efforts	0	7	2	0	4	22
Police, sheriff, state police	0	0	4	0	0	4
Private attorney	0	2	2	1	1	0
Prosecutor	0	0	0	2	0	0
Advertisement	0	0	0	0	2	0
Religious organization	0	0	0	0	0	0
School system	0	2	65	4	273	4
Self-referrals	16	17	2	8	4	113
Social service organization	0	0	0	1	1	2
Other	0	4	1	2	0	2
Dispute Type						
Adult offender	0	0	0	4	1	2
Assaults	0	0	1	7	2	77
Consumer/merchant	12	17	75	23	3	98
Breach of contract	20	103	179	321	84	276
Domestic relations	133	22	13	35	22	30
Employment	1	17	53	17	33	54
Juvenile offender	4	0	58	3	11	4
Landlord/tenant	7	24	78	122	82	213
Neighborhood	1	7	6	8	3	155
Noise/nuisance	0	0	0	0	0	2
Ordinance violation	0	7	10	7	0	4
Professional/client	1	21	15	7	13	2
Property	5	7	64	72	46	55
School problems	0	2	5	3	274	1
Trespass	0	0	0	1	0	0
Other	17	18	34	72	8	38

2005 Year to Date	The Resolution Center	Marquette-Alger Resolution Service	Westshore Dispute Resolution Center	Oakland Mediation Center, Inc.	Otsego County
	Macomb	Marquette	Muskegon	Oakland	Otsego
Case Disposition Totals					
Conciliated (resolved w/o formal mediation)	48	0	33	7	86
Mediated to agreement	301	115	277	1637	121
Mediated without agreement	240	88	75	787	40
Facilitated	1	0	8	1	1
Arbitrated	0	0	0	0	0
Unamenable for mediation	13	1	40	6	3
Avg. duration of mediation (minutes)	65.4	51.3	181.6	51.2	148.4
Total fees received	\$20,925.00	\$1,455.00	\$8,123.00	\$33,673.50	\$7,755.00
Total amount of money distributed due to agree	\$460,480.06	\$58,226.16	\$391,074.80	\$2,106,911.30	\$702,664.45
No. of cases in which money was distributed	213	77	120	1252	127
If No Mediation Held					
Initiator refuses to mediate	4	0	4	0	8
Respondent refuses to mediate	47	5	129	34	55
Initiator failed to show	1	1	7	1	7
Respondent failed to show	4	33	11	4	9
Both failed to show	0	0	3	1	1
Case dismissed by initiator	20	4	45	103	12
Unable to contact respondent	15	2	47	5	10
Loss of contact	22	0	32	17	5
Additional Case Information Totals					
Returnee to mediation:					
New matter	1	1	7	1164	1
Remediation of old matter	0	0	4	4	3
Non-compliance of old matter	1	0	2	3	1
Number of cases accepted	706	100	739	2619	396
Number of cases disposed	716	249	711	2603	358
Number of individuals served	1551	406	1603	5207	753
Number of businesses served	235	253	32	0	85
Average number of days-intake to disposition	16.8	19.8	51.0	6.3	20.4
Case accepted where lawsuit initiated	262	10	171	0	121
Case resolved where lawsuit initiated	132	129	110	0	64
Successfully mediated case referred elsewhere	0	54	0	9	0
Non-mediated case referred elsewhere	30	2	58	11	0

2005 Year to Date		The Resolution Center	Marquette-Alger Resolution Service	Westshore Dispute Resolution Center	Oakland Mediation Center, Inc.	Otsego County
		Macomb	Marquette	Muskegon	Oakland	Otsego
Sixty day Follow-up						
Parties kept their agreement		137	0	224	0	69
Parties did not keep their agreement but agree to return to mediation		0	0	0	0	0
Parties did not keep their agreement and declined mediation		3	0	1	0	1
Lawsuit was resumed or filed		2	0	0	0	57
Referral Source						
Business/corporation		3	0	1	1	2
Community organization		57	0	12	10	2
Court		565	230	542	2475	261
Friend		2	4	9	3	2
Government unit		34	7	26	54	25
Legal organization		8	3	14	12	6
Outreach efforts		1	0	6	4	13
Police, sheriff, state police		3	0	52	6	7
Private attorney		2	1	3	0	4
Prosecutor		1	1	4	0	0
Advertisement		1	0	0	0	5
Religious organization		0	0	0	0	0
School system		6	0	10	8	2
Self-referrals		33	2	27	18	28
Social service organization		0	1	3	0	1
Other		0	0	2	12	0
Dispute Type						
Adult offender		7	0	27	0	0
Assaults		4	0	0	6	2
Consumer/merchant		21	76	13	0	27
Breach of contract		237	49	84	1700	144
Domestic relations		44	53	169	111	43
Employment		32	10	20	65	11
Juvenile offender		29	0	271	0	21
Landlord/tenant		79	36	28	585	29
Neighborhood		27	1	20	13	18
Noise/nuisance		1	0	0	0	4
Ordinance violation		0	3	2	4	0
Professional/client		3	1	5	0	5
Property		227	12	49	85	43
School problems		5	0	12	8	4
Trespass		0	0	1	0	0
Other		0	8	10	26	7

2005 Year to Date	Center for Dispute Resolution	Human Development Commission	The Dispute Resolution Center	Neighborhood Reconciliation Center
	Ottawa	Tuscola	Washtenaw	Wayne
Case Disposition Totals				
Conciliated (resolved w/o formal mediation)	4	57	16	163
Mediated to agreement	107	120	193	436
Mediated without agreement	31	3	110	318
Facilitated	1	1	0	0
Arbitrated	0	0	0	27
Unamenable for mediation	1	2	7	150
Avg. duration of mediation (minutes)	145.1	116.3	104.4	79.0
Total fees received	\$20,611.00	\$0.00	\$4,525.00	\$15,375.00
Total amount of money distributed due to agree	\$146,695.66	\$81,385.90	\$481,876.59	\$562,711.30
No. of cases in which money was distributed	65	86	122	201
If No Mediation Held				
Initiator refuses to mediate	0	1	0	40
Respondent refuses to mediate	36	29	16	178
Initiator failed to show	3	0	1	86
Respondent failed to show	5	0	0	538
Both failed to show	0	0	0	27
Case dismissed by initiator	35	5	23	80
Unable to contact respondent	11	6	5	107
Loss of contact	19	12	10	127
Additional Case Information Totals				
Returnee to mediation:				
New matter	3	0	1	0
Remediation of old matter	0	0	0	0
Non-compliance of old matter	0	0	3	0
Number of cases accepted	272	244	392	2242
Number of cases disposed	253	236	381	2277
Number of individuals served	863	548	972	3073
Number of businesses served	28	104	92	180
Average number of days-intake to disposition	27.0	19.8	14.1	16.8
Case accepted where lawsuit initiated	20	0	175	245
Case resolved where lawsuit initiated	23	0	109	184
Sucessfully mediated case referred elsewhere	0	0	0	0
Non-mediated case referred elsewhere	0	1	11	5

2005 Year to Date		Center for Dispute Resolution	Human Development Commission	The Dispute Resolution Center	Neighborhood Reconciliation Center
		Ottawa	Tuscola	Washtenaw	Wayne
Sixty day Follow-up					
Parties kept their agreement		47	2	11	78
Parties did not keep their agreement but agree to return to mediation		2	0	0	1
Parties did not keep their agreement and declined mediation		13	0	1	8
Lawsuit was resumed or filed		0	0	0	1
Referral Source					
Business/corporation		0	7	0	3
Community organization		6	10	4	4
Court		209	99	310	1574
Friend		1	3	0	0
Government unit		10	13	6	94
Legal organization		5	7	8	7
Outreach efforts		1	80	5	185
Police, sheriff, state police		0	0	0	30
Private attorney		1	0	5	0
Prosecutor		0	0	0	0
Advertisement		4	0	0	340
Religious organization		0	1	0	0
School system		5	0	8	1
Self-referrals		6	9	29	35
Social service organization		2	0	1	0
Other		3	7	5	4
Dispute Type					
Adult offender		0	0	0	0
Assaults		0	1	0	20
Consumer/merchant		4	53	11	392
Breach of contract		89	94	40	679
Domestic relations		66	12	108	116
Employment		9	3	8	70
Juvenile offender		30	0	0	64
Landlord/tenant		16	20	52	154
Neighborhood		4	4	7	59
Noise/nuisance		0	0	0	2
Ordinance violation		0	8	1	18
Professional/client		7	0	33	30
Property		22	24	94	174
School problems		5	1	8	14
Trespass		0	0	0	0
Other		1	16	19	485

COMMUNITY DISPUTE RESOLUTION PROGRAM

COST PER CASE ANALYSES

Michigan's Community Dispute Resolution Act, 260 PA 1988, requires that the State Court Administrative Office annually report a variety of statistical data regarding operation of the program, including "estimated costs of hearing." In 1988, at the time the legislation was enacted, mediation was widely viewed as a process analogous to a traditional court hearing or case evaluation, pursuant to MCR 2.403. That is, upon notice given, a "hearing" would be held, a resolution reached, and paperwork disposing of the court case would be filed.

Community mediation actually followed an entirely different process model, however, and the notion of presenting evidence to a fact-finder in a traditional adversarial "hearing" does not exist. This is significant because the dispute resolution process employed at CDRP centers actually extends from the initial intake to either informal resolution by telephone or correspondence, or to a formal face to face meeting with possible later involvement of the mediator. While measuring only the costs of holding face to face meetings with the parties could be calculated, those figures would bear no meaningful relationship to dispute resolution process employed by the centers.

In short, because "hearings" in the traditional sense of the word do not take place in the overall work of CDRP centers, the State Court Administrative Office ("SCAO") instead provides a "cost per case" figure calculated by a number of methods. Each method provides a slightly different perspective on "cost per case," depending on whether just the annual CDRP grant or the center's entire application (projected) cash budget is used in the calculation. The four models shown below do not take into consideration the other services provided by the centers, such as conflict resolution training and providing assistance to courts in screening cases appropriate for mediation.

Model 1: **CDRP Award by Cases Disposed.** The SCAO Community Dispute Resolution Program award is divided by all cases disposed. This number reflects that there is work performed in every case opened, whether or not parties reach an agreement, or if agreements are not reached because one or more parties refuse to use the centers' services.

Model 2: **Application Cash Budget by Cases Disposed.** The total application cash budget (as projected in grant applications submitted to request funding) divided by all cases disposed. This number reflects not only the CDRP award, but the additional funds that are projected to be available to the center for provision of mediation service, training and other dispute resolution services.

Model 3: **CDRP Award by Core Cases.** The SCAO award divided by the number of "core cases." Core cases include mediations (face to face meetings), conciliations (usually telephonic negotiated settlements where parties do not meet face to face), arbitrations, and meeting facilitations.

Model 4: **Application Cash Budget by Core Cases.** The total application cash budget (as projected in grant applications) divided by number of "core cases."

Note: Cost per case generally should not be used as a single measure of a CDRP center's performance. Factors such as case type and case complexity may significantly affect cost calculations. For example, centers with higher levels of small claims cases may reflect lower cost per case figures than centers managing more complex general jurisdiction or probate cases.

2005 Community Dispute Resolution Program
Cost per Case Analyses

	Citizens Mediation Service, Inc. Berrien, Branch, Cass, St. Joseph, Van Buren	Northern Community Mediation Charlevoix, Emmet	Eastern UP Dispute Resolution Center, Inc. Chippewa, Luce, Mackinac
2005 CDRP Award	\$79,110.00	\$64,275.33	\$61,752.00
CDRP Award by Cases Disposed (per case)	\$117.55	\$150.53	\$111.87
Application Cash Budget by Cases Disposed (p/case)	\$156.43	\$348.83	\$141.10
CDRP Award by Core Cases (per case)	\$221.60	\$175.14	\$222.13
Application Cash Budget by Core Cases (per case)	\$294.90	\$405.86	\$280.18

LEGEND

Application Cash Budget is the total amount of cash including CDRP grant awards, other grants and agency funds (including fund-raising and fees) the center anticipated receiving at the time of its application for CDRP funds.

Core Cases are the number of cases Conciliated, Mediated with or without agreement, Facilitated or Arbitrated.

2005 Community Dispute Resolution Program
Cost per Case Analyses

	Resolution Services Program UPCAP Services, Inc. Delta, Menominee, Schoolcraft	Community Resolution Center Genesee, Arenac, Bay, Clare, Gladwin, Midland, Ogemaw, Roscommon, Saginaw	Western UP Mediators Gogebic, Baraga, Dickinson, Houghton, Iron, Keweenaw, Ontonagon
2005 CDRP Award	\$72,805.00	\$152,822.16	\$54,363.17
CDRP Award by Cases Disposed (per case)	\$267.67	\$142.03	\$270.46
Application Cash Budget by Cases Disposed (p/case)	\$566.53	\$158.91	\$286.62
CDRP Award by Core Cases (per case)	\$346.69	\$190.31	\$284.62
Application Cash Budget by Core Cases (per case)	\$733.79	\$212.94	\$301.63

LEGEND

Application Cash Budget is the total amount of cash including CDRP grant awards, other grants and agency funds (including fund-raising and fees) the center anticipated receiving at the time of its application for CDRP funds.

Core Cases are the number of cases Conciliated, Mediated with or without agreement, Facilitated or Arbitrated.

2005 Community Dispute Resolution Program
Cost per Case Analyses

	Community Reconciliation Services, Inc. Grand Traverse, Benzie, Leelanau, Missaukee, Wexford	Dispute Resolution Center of Central Michigan Ingham, Clinton, Eaton, Gratiot, Ionia, Shiawassee	Southeastern Dispute Resolution Services Jackson, Hillsdale, Lenawee, Monroe
2005 CDRP Award	\$45,674.39	\$109,000.00	\$67,994.00
CDRP Award by Cases Disposed (per case)	\$186.43	\$184.43	\$96.86
Application Cash Budget by Cases Disposed (p/case)	\$276.60	\$349.28	\$178.01
CDRP Award by Core Cases (per case)	\$248.23	\$243.30	\$191.53
Application Cash Budget by Core Cases (per case)	\$368.30	\$460.77	\$352.01

LEGEND

Application Cash Budget is the total amount of cash including CDRP grant awards, other grants and agency funds (including fund-raising and fees) the center anticipated receiving at the time of its application for CDRP funds.

Core Cases are the number of cases Conciliated, Mediated with or without agreement, Facilitated or Arbitrated.

2005 Community Dispute Resolution Program
Cost per Case Analyses

	Dispute Resolution Services	Dispute Resolution Center of West Michigan	The Resolution Center
	Kalamazoo, Barry, Calhoun	Kent, Isabella, Lake, Mecosta, Montcalm, Newaygo, Osceola	Macomb, St. Clair
2005 CDRP Award	\$84,274.25	\$123,619.91	\$142,337.00
CDRP Award by Cases Disposed (per case)	\$144.80	\$122.27	\$198.79
Application Cash Budget by Cases Disposed (p/case)	\$179.06	\$199.58	\$250.20
CDRP Award by Core Cases (per case)	\$189.81	\$150.94	\$241.25
Application Cash Budget by Core Cases (per case)	\$234.72	\$246.37	\$303.63

LEGEND

Application Cash Budget is the total amount of cash including CDRP grant awards, other grants and agency funds (including fund-raising and fees) the center anticipated receiving at the time of its application for CDRP funds.

Core Cases are the number of cases Conciliated, Mediated with or without agreement, Facilitated or Arbitrated.

2005 Community Dispute Resolution Program
Cost per Case Analyses

	Marquette-Alger Resolution Service Marquette, Alger	Westshore Dispute Resolution Center Muskegon, Manistee, Mason, Oceana	Oakland Mediation Center, Inc. Oakland
2005 CDRP Award	\$48,351.82	\$53,406.81	\$195,254.00
CDRP Award by Cases Disposed (per case)	\$194.18	\$75.12	\$75.01
Application Cash Budget by Cases Disposed (p/case)	\$208.24	\$197.35	\$177.63
CDRP Award by Core Cases (per case)	\$238.19	\$135.90	\$80.29
Application Cash Budget by Core Cases (per case)	\$255.43	\$357.04	\$190.12

LEGEND

Application Cash Budget is the total amount of cash including CDRP grant awards, other grants and agency funds (including fund-raising and fees) the center anticipated receiving at the time of its application for CDRP funds.

Core Cases are the number of cases Conciliated, Mediated with or without agreement, Facilitated or Arbitrated.

2005 Community Dispute Resolution Program
Cost per Case Analyses

	Community Mediation Services Otsego, Alcona, Alpena, Antrim, Cheboygan, Crawford, Iosco, Kalkaska, Montmorency, Oscoda, Presque Isle	Center for Dispute Resolution Ottawa, Allegan	Center for Dispute Resolution Tuscola, Huron, Lapeer, Sanilac
2005 CDRP Award	\$73,024.83	\$49,624.00	\$38,932.37
CDRP Award by Cases Disposed (per case)	\$203.98	\$196.14	\$164.97
Application Cash Budget by Cases Disposed (p/case)	\$211.38	\$321.61	\$198.12
CDRP Award by Core Cases (per case)	\$294.45	\$347.02	\$215.10
Application Cash Budget by Core Cases (per case)	\$305.14	\$569.00	\$258.32

LEGEND

Application Cash Budget is the total amount of cash including CDRP grant awards, other grants and agency funds (including fund-raising and fees) the center anticipated receiving at the time of its application for CDRP funds.

Core Cases are the number of cases Conciliated, Mediated with or without agreement, Facilitated or Arbitrated.

2005 Community Dispute Resolution Program
Cost per Case Analyses

	The Dispute Resolution Center Washtenaw, Livingston	Wayne Mediation Wayne
2005 CDRP Award	\$84,750.00	\$370,852.00
CDRP Award by Cases Disposed (per case)	\$222.44	\$162.87
Application Cash Budget by Cases Disposed (p/case)	\$586.44	\$189.67
CDRP Award by Core Cases (per case)	\$265.67	\$392.85
Application Cash Budget by Core Cases (per case)	\$700.41	\$457.50

LEGEND

Application Cash Budget is the total amount of cash including CDRP grant awards, other grants and agency funds (including fund-raising and fees) the center anticipated receiving at the time of its application for CDRP funds.

Core Cases are the number of cases Conciliated, Mediated with or without agreement, Facilitated or Arbitrated.